

Central Stores *e* NEWS SCOOP



DEPARTMENT OF GENERAL SERVICES

MARCH 2006

DIRECTOR'S NOTE

I would like to introduce myself to those of you who may not yet have heard my name. I am Stacey Dillenbeck, Director of Central Stores. I come to Central Stores with a background rich in warehousing, distribution, and operations. Of course, just as the rest of the staff here at Central Stores, my number one goal is to provide you all with the highest quality service possible.



New Director Stacey Dillenbeck

Central Stores staff would like to thank you all for your loyal support during our transitional period. As most of you are already aware, once the current office supply inventory here at Central Stores has been depleted, we will no longer be warehousing and distributing office supplies, with the exceptions of copy and 3-hole punched paper. As stock of an item has reached the zero balance level, notations are being made in FIMS on the 2nd description line to alert anyone placing an order that stock has been depleted and orders should be placed through Corporate Express. We will continue to provide the highest quality of distribution and warehousing service as always for janitorial supplies, forms, and envelopes.

Please note in this newsletter, the results of our customer survey. I would like to extend my thanks to each of you

who took the time to complete and submit the survey. We are listening and acting upon those areas that were noted as needing improvement or revision. One of the most noted requests returned in the survey was the inconvenience of having to comply with order schedules and minimum order quantities. Effective

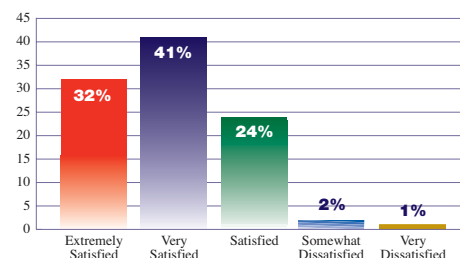
May 1st, Central Stores will be lifting those restrictions on a trial basis. With the transitioning of office supply distribution, Central Stores staff would like to fulfill this common customer request. We will be operating without these restrictions on a two month, trial basis. After that period, an evaluation will be made to make certain we are not neglecting any of our other customer needs by fulfilling this request. A permanent determination will be made and announced in the next newsletter.

As always, please feel free to contact us with any issues, concerns, or questions. If we cannot answer/address the issue or question, we'll be glad to connect you with someone who can. We appreciate your patience throughout this transition and look forward to continuing to serve you in the manner that you deserve and have come to expect from Central Stores.

Stacey Dillenbeck
Director of Central Stores

THE RESULTS ARE IN!!!

Customer satisfaction surveys sent out last December have been received and calculated with the following levels of overall customer satisfaction:



ANNUAL INVENTORY

Inventory time is almost here. We will be closing Friday, June 23rd at noon and will reopen on Monday, July 3rd. All orders should be placed no later than 4:30, June 21st in order to have them processed prior to the shut down. "True" emergency orders will be processed manually after that time. Please order sufficient quantities prior to shutdown in order to avoid any order issues. If you have questions, please call Customer Service at 615-350-3088.

Look for future changes in our next issue of THE SCOOP.



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QUOTABLE QUOTES

“The need for change bulldozed a road
down the center of my mind.”

Maya Angelou

“Success or failure is often determined
on the drawing board.”

Robert J. McKain

“There is a need to generate alternative
concepts.”

Edward de Bono

“The unknown is the realm of all
possibilities.”

Wolfgang Grulke

AGENCY FORMS UPDATED INFORMATION

Human Services
395-51-00007047

Now on the intranet February '06

WHAT A BUY, WHAT A DEAL!

As part of our going out of business (office supplies only) sale we are offering a 10% discount on all products in the OS material class. **GET THEM WHILE YOU CAN!!!!** When a product goes to -0-, you are out of luck; we will not be replenishing the inventory. **ONCE A PRODUCT GOES TO -0-, WE WILL NOT ACCEPT ANY RETURNS ON THAT ITEM.**

BE SURE AND CHECK THE B1 MATERIAL CLASS FOR SOME GREAT DEALS ON ITEMS BEING DISCONTINUED.

STAFFING CHANGES

We would like to take this opportunity to wish some of our personnel Good Luck in their new endeavors. Procurement Officer SHEMELES Zergaw has transferred to the Division of Purchasing effective March 16th. Clerk III Carol Deardorff has transferred to Motor Vehicle Management effective March 16th. Dashaunda Lee transferred to OAS effective March 22nd. We wish them well and will miss them greatly.

We welcome our new Director Stacey Dillenbeck. Stacey comes to us from the private sector and brings valuable warehouse management knowledge and experience to help us along our new path.

WELCOME STACEY!!!

